#### Wheelchair User Experience Survey



#### Survey on Wheelchair User Experiences

We are research analysts at the University of Connecticut conducting research on wheelchair users. We invite you to participate in this survey and share your thoughts and opinions pertaining to this subject matter. Your responses will remain confidential and will provide us with valuable insight into current wheelchair user needs in an effort to promote the development of improved wheelchair services and technologies.

The survey should take approximately 10 minutes to complete and consists of about 40 questions. You will have the opportunity to provide your email address at the end of the survey to enter a drawing for a free \$50 Amazon.com gift card.

Your responses will only be used in our student research and your email address can be provided solely for the purpose of entry into the gift card lottery. Should you have any questions pertaining to this survey, please contact Carlton Forse at <a href="mailto:carlton.forse@business.uconn.edu">carlton.forse@business.uconn.edu</a> or (860) 728-2143. Additionally if you have any questions or concerns about our research and this process, please contact Professor Luke Weinstein at <a href="mailto:luke.weinstein@business.uconn.edu">luke.weinstein@business.uconn.edu</a> or (860) 728-2170.

Please click below to give us your feedback:

Click to Continue

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## Wheelchair User Experience Survey

1

When purchasing my first wheelchair, I used advice primarily from

- Friends and Family
- Health insurance providers
- Home medical equipment retailers

		Internet Magazines Other whee Rehabilitatio Television Tradeshows Other, pleas	on specialists s and Expo's	s or doctors		
2	The	advice I rece	eived from th	ne source in Que	stion 1 was	
		Poor	Fair	Satisfactory	Good	Excellent
		1	2	3	4	5
			Click	to Continue		

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## **Wheelchair User Experience Survey**

Why was the advice received less than satisfactory?

Click to Continue

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## Wheelchair User Experience Survey

4 I am satisfied with my current wheelchair.



**5** Please select the **three** attributes which you <u>like</u> most about your wheelchair.

Ability to easily travel outdoors

	<ul> <li>Ability to fold</li> <li>Arm rests</li> <li>Braking</li> <li>Casters</li> <li>Electric Propulsion</li> <li>Footrests</li> <li>Hand rim Propulsion</li> <li>Maneuverability</li> <li>Weight</li> </ul>
	Width
	Other, please specify
6	Please select the <b>three</b> attributes which you <u>dislike</u> most about your wheelchair.
	Inability to easily travel outdoors
	Inability to fold
	Arm rests
	Braking
	Casters
	Electric Propulsion
	Footrests
	Hand rim Propulsion
	Maneuverability
	Weight
	Width Other places enecify
	Other, please specify
7	I have changed or wish to change the following wheelchair related items due to a personal preference, rather than due to wear & tear.  Select all that apply
	Arm rests
	Backrest
	Casters and/or Forks
	Complete wheelchair
	Frame

	Hand rims				
	Leg rests				
	Rear whee	ls			
	Seat cushic	on			
	Wheel lock	S			
	None				
	Other, plea	se specify			
8	I am familiar wit accessories.	h the majority	of available w	heelchairs ar	nd wheelchair
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5
		Click	o Continue		

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# Wheelchair User Experience Survey

9 I am interested in finding out more information related to wheelchairs.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

10

It is easy for me to find information related to wheelchairs.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

11

I have had success using the internet to

1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A			
Discover who	Discover wheelchair improvements and new technology							
1	2	3	4	5				
Find out about other wheelchair users' experiences								
1	2	3	4	5				

	Find out if a loc	ation is wheeld	chair access	sible		
	1	2	3	4	5	
	Find product inf	ormation abou	it wheelchai	rs and wh	heelchair a	ccessories
	Find wheelchair	groups to join	3	4	5	
	Identify and find	d out about a r	ehabilitation	center	5	
	Learn about ins	urance reimbu	rsement	4	5	
	Share my whee	elchair related	experiences	4	5	
12	I would be inter	ested in a wel	osite which	featured		
	1	2	. 3		4	5
	Strongly Disagree  A lobbying sect	Disagree	Neutral			trongly Agree
	1	2	3		4	5
	A method to co	ntact and mee	t with whee	600	ers in my a	rea
	Content written			_	_	•
		2	3		4	5
	Content written	by wheelchair	users		4	5
	Discussion boa	rds, forums &	live chats fo		hair users	5
	Instructional vid	eos on proper	wheelchair		4)	5
	New technology	/ section (rising	g trends, us		tted invention	ons, etc.)
	Reviews of hea	Ith plans offeri	ng coverag		elchair use	ers 5
	Reviews of pub	lic places in te	rms of their		accessibi	lity 5
	Reviews of reha	abilitation cent	ers			
	1	2	3	_	4	5
	Reviews of whe	eelchairs and v	vheelchair a		es 4	5
	The ability to co	ontribute to or	shape the v	vebsite co	ontent	5

13	If you currently published websites that you		any of the abo	ve activities p	please list the			
14	Learning about o	other wheelch	nair users' expe	eriences is va	luable to me.			
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree			
	1	2	3	4	5			
	Click to Continue							

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## Wheelchair User Experience Survey

15

When learning about health insurance (e.g. understanding plan coverage, seeing what doctors participate in the plan, etc.) the following sources provided information that was

1 Poor	2 Fair	3 Satisfactory	4 Good	5 Excellent	N/A
Friends and	Family				
1	2	3	4	5	
Home medica	al equipme	nt retailers			
1	2	3	4	5	
Health insura	nce provid	ers			
	2	3	4	5	
Internet					
1	2	3	4	5	
Health plan p	articipants	feedback			
1	2	3	4	5	
Rehabilitation	n specialist	s or Doctors			
1	2	3	4	5	

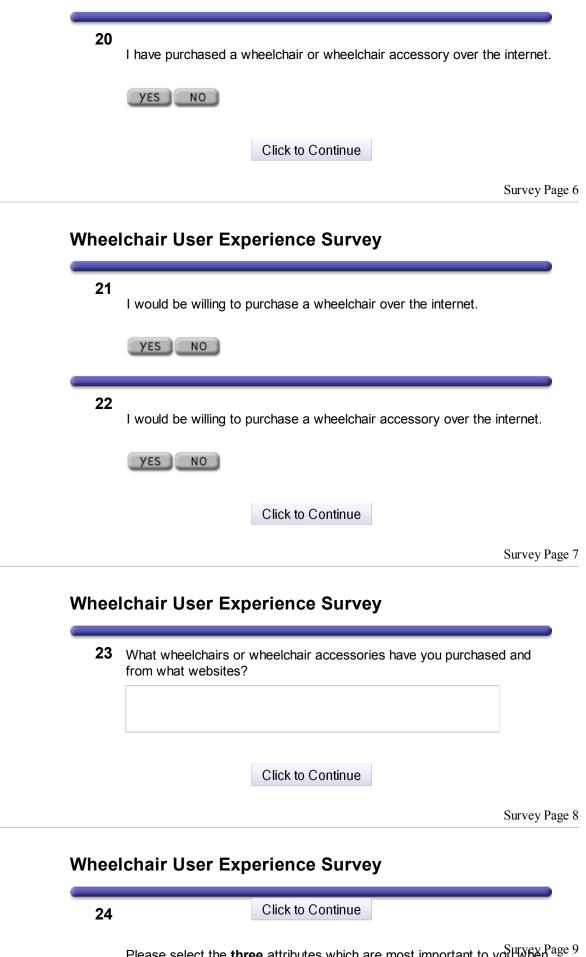
16

If I purchased a <u>wheelchair</u> without insurance reimbursement or with partial insurance reimbursement the most that I would be willing to spend out of pocket is

\$0

**31 - \$49** 

	0	\$50 - \$19 \$200 - \$4 \$500 - \$9 \$1000 - \$ \$2000+	99 99				
17							
17	or w		nsurance re			surance reimb that I would b	
	0	\$0					
	•	\$1 - \$49					
		\$50 - \$19	9				
		\$200 - \$4	99				
		\$500 - \$9	99				
		\$1000 - \$	1999				
	•	\$2000+					
18			ve purchase nsurance re			nsurance reimb	oursement
19					eelchair acc e following	essory I have sources	found
		1 Strongly isagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
	Heal	Ith insuranc	e providers	i			
		1	2	3	4	5	
	Hom	ne medical	equipment i	retailers	4	5	
	Inter	net	2	3	4	5	
	Mag	azines					
		1	2	3	4	5	
	Othe	er wheelcha	air users				
		1	2	3	4	5	
	Reh		pecialist or				
		1	2	3	4	5	
	Trac	leshows ar	nd Expo's	3	4	5	
			The state of the s			· ·	



Please select the  $\it three$  attributes which are most important to you which are  $\it polymetric properties$ 

# Wheelchair User Experience Survey

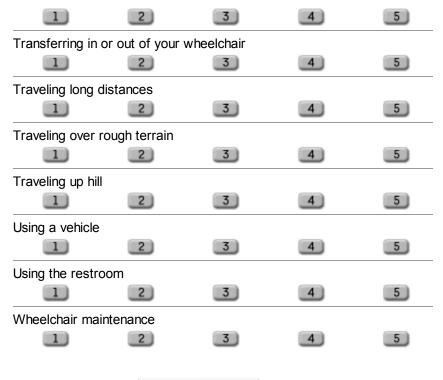
25 When going to a location I have never been before I

1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
Arrive early				
1	2	3	4	5
Bring a different	wheelchair			
	2	3	4	5
Bring someone v	vith me			
1	2	3	4	5
Bring special acc	cessories			
1	2	3	4	5
Call the location	beforehand			
1	2	3	4	5
Go beforehand to	o the locatio	n to investigate		
1	2	3	4	5
Go to the locatio	n website			
1	2	3	4	5
Look at pictures	of the location	on		
1	2	3	4	5
Talk to someone	who has be	en there before	,	
1	2	3	4	5

**26** Please specify how often you receive help from others with the following activities.

1 Never	2 Rarely	3 Monthly	4 Weekly	5 Daily
Bathing				
1	2	3	4	5
Carrying objects				
1	2	3	4	5
Climbing curbs				
1	2	3	4	5
Climbing stairs				
1	2	3	4	5
Getting dressed				
1	2	3	4	5
Opening doors				
1	2	3	4	5

Reaching high places



Click to Continue

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## Wheelchair User Experience Survey

27

Physical exercise is important to me.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

28 I workout or exercise \_\_\_\_\_ time(s) a week.

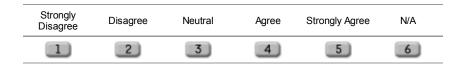
29

My wheelchair provides me with an adequate source of exercise.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

30

The hand rims on my wheelchair provide an adequate and comfortable method of propulsion.



Click to Continue

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### **Wheelchair User Experience Survey**

31	Why do you believe hand rim propulsion is not adequate or comfo	ortable?
	Click to Continue	

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### Wheelchair User Experience Survey

**32** Please specify your age.

- Under 18
- 18 30
- 31 50
- 50+

**33** Please select your gender.

- Female
- Male

**34** Do you live within the United States?

YES NO

If no, in what country do you reside?

35	Please specify why you use a wheelchair.
	ALS (Lou Gehrig's Disease)
	Amputation
	Arthritis
	Multiple Sclerosis
	Parkinson's Disease
	Spina Bifida
	Spinal Cord Injury
	Stroke
	Temporary Injury
	Other, please specify
36	Llaur lang have you have uning a whalehair?
30	How long have you been using a wheelchair?
	Less than 3 months
	3 - 12 months
	1 - 5 years
	5 - 10 years
	More than 10 years
37	What type of wheelchair do you primarily use?
37	
37	Manual
37	<ul><li>Manual</li><li>Powered</li></ul>
37	<ul><li>Manual</li><li>Powered</li><li>Power-assist</li></ul>
37	<ul><li>Manual</li><li>Powered</li><li>Power-assist</li><li>Sport</li></ul>
37	<ul><li>Manual</li><li>Powered</li><li>Power-assist</li></ul>
37	<ul><li>Manual</li><li>Powered</li><li>Power-assist</li><li>Sport</li></ul>
	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul>
38	<ul><li>Manual</li><li>Powered</li><li>Power-assist</li><li>Sport</li></ul>
	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul>
	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul>
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned?
	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair accessories?
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair accessories? Select all that apply
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair accessories? Select all that apply Health Savings Account
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair accessories? Select all that apply <ul> <li>Health Savings Account</li> <li>Medicaid</li> </ul>
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair accessories? Select all that apply <ul> <li>Health Savings Account</li> <li>Medicaid</li> <li>Medicare</li> </ul>
38	<ul> <li>Manual</li> <li>Powered</li> <li>Power-assist</li> <li>Sport</li> <li>Other, please specify</li> </ul> How many wheelchairs have you owned? What do you use to pay for your wheelchairs and wheelchair accessories? Select all that apply <ul> <li>Health Savings Account</li> <li>Medicaid</li> </ul>

	Veterans Administration
	Other, please specify
40	Have you experienced chronic health problems (e.g. tendinitis, rotator cuff injuries, carpal tunnel problems, pressure sores, etc.) caused by using a wheelchair?  YES NO  If yes, please describe.
41	
71	I use the internet for hour(s) a day.
	Less than 1
	1 - 2
	3 - 4
	5 or more
	Click to Continue
	Survey Page 13
Wheel	Survey Page 13  Chair User Experience Survey
Wheel	
	Chair User Experience Survey  Please provide us with your contact information (phone or email) if you would be willing to answer some additional questions on your wheelchair experiences.
42	Chair User Experience Survey  Please provide us with your contact information (phone or email) if you would be willing to answer some additional questions on your wheelchair experiences.
	Chair User Experience Survey  Please provide us with your contact information (phone or email) if you would be willing to answer some additional questions on your wheelchair experiences.

Click to Continue

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